Social Monitoring Report

PUBLIC

Semi-annual External Monitoring Resettlement Action Plan
January 2024 – June 2024
November 2025

Philippines: South Commuter Railway Project – Tranche 1

Prepared by the Department of Transportation (DOTr) for the Government of the Republic of the Philippines and the Asian Development Bank (ADB).

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North-South Commuter Railway Extension (NSCR-EX) Project

External Monitoring Resettlement Action Plan (SC)

SEMI-ANNUAL REPORT 1st HALF 2024

DEPARTMENT OF TRANSPORTATION (DOTr)

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External Monitoring Report
For the period January – June 2024

Project No.

South Commuter Rail Project (SCRP)

Prepared by Department of Transportation for the Asian Development Bank.

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1 Introduction/Overview

This semi-annual External Monitoring Report presents the findings of the External Monitoring Agent (EMA) in its tasks of monitoring the implementation of the Resettlement Action Plan (RAP) for the South Commuter Railway Project (SCRP) covering the first half of 2024 (January to June 2024). As agreed with the DOTR, separate EMA reports will be prepared for the MCRP and SCRP starting on the 2nd half of 2022. It should be noted that the previous external monitoring for the SCRP has been integrated in the previous EMA reports. This report includes the issues that surfaced during RAP implementation and the resolutions/mitigating measures undertaken by the DOTr as the implementing agency to address such issues and concerns.

2 Project Background

The Government of the Philippines ("GOP") has requested the Japan International Cooperation Agency ("JICA") and the Asian Development Bank ("ADB") for financing assistance in the development and implementation of the North–South Commuter Railway (NSCR) project, a 163-km suburban railway network stretching from New Clark City in Tarlac province in the north to Calamba in Laguna province in the south of Manila. The completion of the project is expected to contribute to the sustainable development of the National Capital Region (NCR) and fast-growing urban areas in Regions 3 and 4-A while also improving its connectivity to international airports.

The Project is divided into two (2) phases - the NSCR Clark Extension (also known as the Malolos-Clark Railway Project, MCRP) and NSCR Calamba Extension (also known as the South Commuter Railway Project, SCRP). The project seeks to address the increasing demand for mass transportation not only in Metro Manila but also in neighboring provinces and cities/municipalities in Region 3 Central Luzon and Region 4-A CALABARZON. This will serve to address, in part, the traffic congestion and environmental concerns in the served areas. Further, the project will support economic activities in the said regions. A summary of the proposed project is shown below:

The south extension of the Project, the NSCR- Calamba Extension (also known as the South Commuter Railway Project or SCRP) on the other hand, will cover the 55.6 km section starting from Jose-Abad Santos Avenue to Calamba station up to the depot located in Barangay Banlic in Calamba City. There is a 1.3 km spur line from the main railway to the depot located in Barangay Banlic in Calamba. This depot has a distance of about 1.7 km east of the Banlic Station.

The implementation of the Project will entail involuntary resettlement impacts such as physical and economic displacement either severe or marginal and/or permanent and temporary as identified during the Feasibility Study and Environmental Impact Assessment phase of the project. To address potential project impacts, a social safeguard document such as the Resettlement Action Plan (RAP) was prepared (or being prepared for other segments of the project) containing policies and guidelines, action plan with budget and outlining resettlement objectives and strategies, compensation and entitlements, institutional linkages, and monitoring and evaluation to ensure that the standard of living of the Project Affected Persons (PAPs) are improved or at least restored to pre-project levels. Since the RAP is a requirement of international financing institutions to ensure project's compliance on social safeguard policies, an External Monitoring Agent is engaged to assess and evaluate the implementation of the Resettlement Action Plan.

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3 Scope/Coverage of the EMA Work

Generally, the key activities to be undertaken by the EMA on the RAP implementation will involve verification of the results of the internal monitoring of the DOTr and assess the adequacy of the process; assess the extent to which consultation and disclosure activities are inclusive, accessible and effective; verify the compensation and assistance; assess the appropriateness and effectiveness of the LRIP; review the effectiveness of the GRM; assess the adequacy of resettlement implementation, especially resettlement housing; among others.

Specifically, the TOR for the EMA for monitoring RAP implementation includes the following:

(i) Verify results of internal monitoring undertaken by the DOTR and assess adequacy of the process including replacement cost study and suggest any improvement measures as required.

(ii) Assess the extent to which consultation and disclosure activities are inclusive, accessible, and effective in conveying key information from RAP as well as provide conditions for PAPs to contribute to decision-making which affects them such as resettlement and livelihood restoration.

(iii) Verify that compensation and assistance has been provided in accordance with the requirements of the RAP through sample checking and consultation with stakeholders including PAPs.

(iv) Verify whether the implementing agency has explained restrictions pertaining to easement agreements including the right of refusal and that the PAPs are able to exercise allowable usage of the land subject to the easement agreement.

(v) Assess whether resettlement objectives are achieved, specifically, whether livelihood and living standards have been restored or enhanced.

(vi) Assess adequacy of resettlement implementation particularly resettlement housing.

(vii) Assess appropriateness and effectiveness of the Livelihood Restoration and Improvement Program (LRIP), accessibility of eligible PAPs to LRIP activities, and the program's effectiveness in restoring incomes and livelihoods at the household level.

(viii) Ascertain whether the social safeguards document or plan entitlements were appropriate to meet the objectives, and whether the objectives were suited to PAP conditions.

(ix) Suggest modification in the implementation procedures of the social safeguards' document or plan, if necessary, to the principles and objectives of the RAPs and resettlement frameworks.

(x) Review the method of calculation of compensation rates and assess whether it adequately meets the replacement cost and follows the policies and entitlement set out in the RAP.

(xi) Review the effectiveness of the Grievance Redress Mechanism (GRM), its accessibility and its responsiveness to resolving complaints;

(xii) Review of the implementation arrangements of the RAP and LRIP as part of the RAP.

(xiii) Recommend actions that will enable achievement of the RAP objectives and resolve problems through the corrective action plan.

(xiv) Prepare and submit to DOTr, JICA, and ADB the periodic External Monitoring Report (EMR) for review and disclosure in the JICA and ADB project websites; and

(xv) Temporary impacts due to construction will be monitored and reported as part of monitoring the Environmental Management Plan (EMP) and reflected in the required EMA monitoring reports.

In addition to the SCRP project alignment, areas of interest for the project are the resettlement sites for the affected households. Figure 1 presents the project alignment and Figure 2 shows the proposed resettlement sites for the SCRP.

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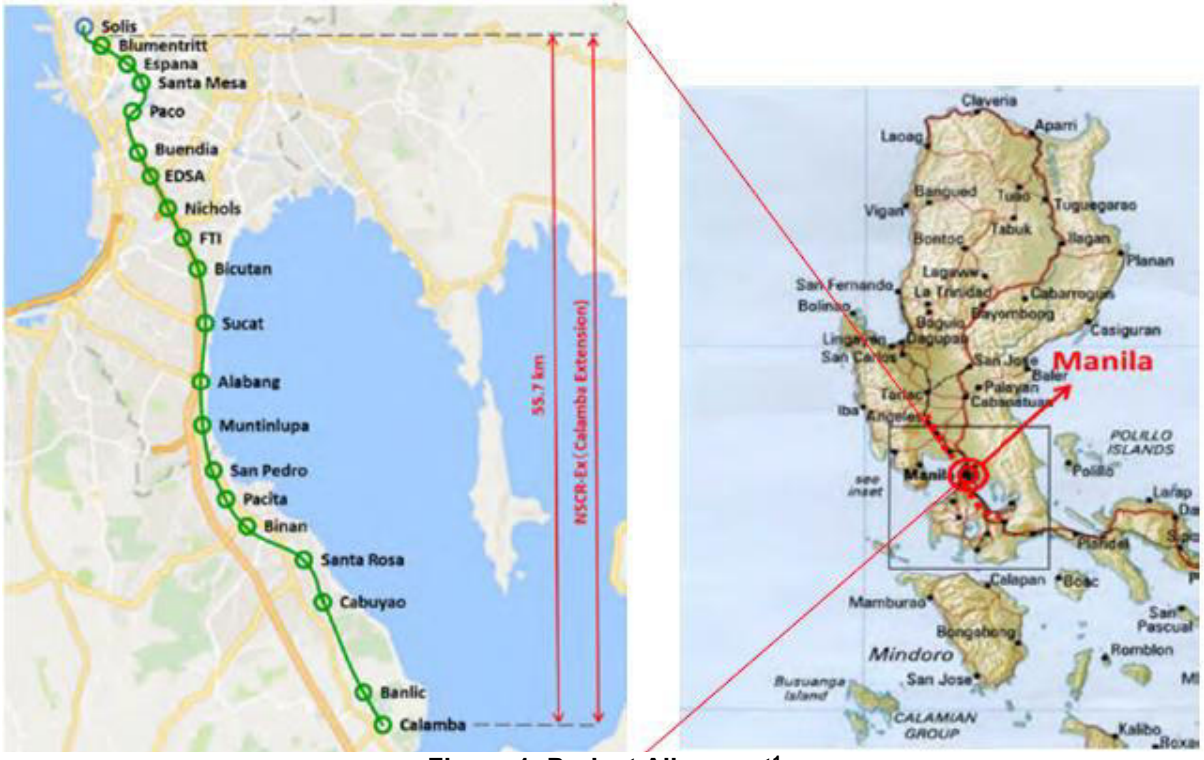

Figure 1: Project Alignment[1]

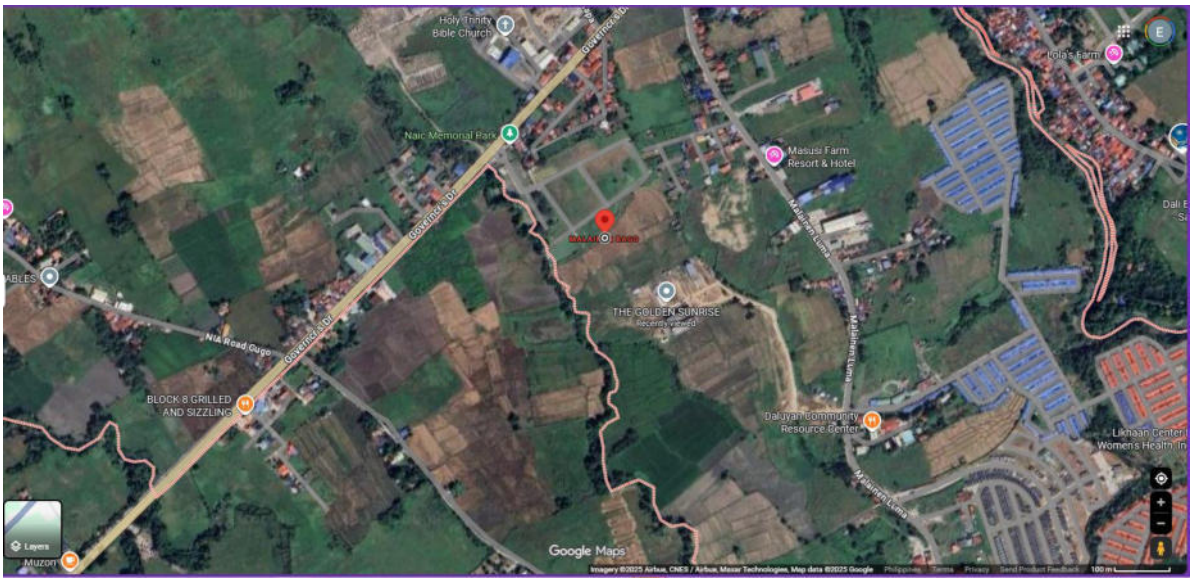

Figure 2: Malainen Bago, Naic Resettlement Site

[1] Source: Resettlement Plan Malolos-Clark Railway Project (Solis-Blumentritt Section) January 2022

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Figure 3: South Savanna Property Relocation Site

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4 Methodology

For this monitoring period, activities of the LTI EMA Team included the following:

(i) review of documents and related literature,

(ii) preparation of the framework for evaluation and instruments to be used,

(iii) coordination with DOTr for the tasks to be undertaken and what they have accomplished relative to RAP implementation during this period.

The EMA team used as references the documents provided by the DOTr with regards to the progress of the RAP Implementation.

5 External Monitoring Findings

5.1 Resettlement Monitoring

For this monitoring period, pending actual relocation of APs, the report will focus on the activities undertaken by the IA in the implementation of the Resettlement/Relocation component of the RAPs. Future monitoring will focus on the conditions of APs as resettlement activities progress. For future EMA monitoring, approximately 20% of the relocated APs will be included in the field survey and interviews for validation.

5.1.1 Status of DED RAP

As of this reporting, the DED RAPs have been granted conditional approval with on-going submission of preparation and/or review of Due Diligence Reports.

Table 5-1: Status of DED RAPs

Contract Package	Area Coverage	APs	Approval
S-01	Manila PO Solis-Blumentritt	Landowners and Non-Landowners	Approved
S-02	Manila Phase 2 (Blumentritt to Paco)	Landowners and Non-Landowners	Conditional Approval
S-03	Makati to Buli, Muntinlupa	Landowners and Non-Landowners	Conditional Approval
S-03b	Senate-FTI Tunnel Section	Landowners	Conditional Approval
S-04 to S-07	Muntinlupa Area 1 to Calamba	Landowners	Conditional Approval
		Non-Landowners	Conditional Approval

5.1.2 Status of Institutional Arrangement

For this period, activities were focused on the creation and signing of the Memorandum of Agreement (MOA) for the creation of RAP Implementation Management Committees (RIMC) in each LGUs. As of this reporting the MOA is currently undergoing LGU review for the NCR LGUs while the Laguna LGUs have completed the signing of their respective MOAs. All LGUs have also completed their LIAC creation.

5.1.3 Status of Social Preparation

The validation of the master list is complete for all LGUs. The pre-qualification process for the validated HHs is currently on-going for all LGUs. Beneficiary Selection Arbitration and Awards Committee validation is on-going for all LGUs. In terms of the production of the final master list, the process is ongoing for all LGUs except Makati where it is not yet started.

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5.1.4 Relocation/Resettlement Progress

The table below provides the summary of the AHs for relocation and their current status. As of this reporting, no households has been relocated pending validation activities and preparation of relocation sites. This will be used as baseline and reference for the succeeding monitoring activities.

Table 5-2: Progress of Actual Relocation

LGU	TOTAL # AHs			NUMBER OF AHs DISPLACED																			
				SELF-RELOCATION				TEMPORARY ACCOMMODATION (RENTAL SUBSIDY)				PERMANENT HOUSING (SOCIALIZED)				PERMANENT HOUSING (ECONOMIC)				PUBLIC RENTAL FACILITY			
	TOTAL	MALE HEADED	FEMALE HEADED	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)
Manila 2	3,182	2,106	1,076																	-	-	-	-
Makati	552	315	235																	-	-	-	-
Taguig	1,812	1,069	742																	-	-	-	-
Parañaque	137	80	57																	-	-	-	-
Muntinlupa	2,649	1,876	773																	-	-	-	-
San Pedro	618	453	165																	-	-	-	-
Biñan	2,313	1,557	756																	-	-	-	-
Sta. Rosa	663	467	196																				
Cabuyao	268	184	84																				
Calamba	2,191	1,467	724																				
Banlic (Calamba)	296	217	79																				
TOTAL	14,681	9,791	4,887	0	0	0	0%	0	0	0	0%	0	0	0	0	0	0	0	0%	0	0	0	0%

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5.1.5 Relocation/Resettlement Monitoring Indicators

In addition to the above, the resettlement monitoring indicators below will be included in future monitoring activities once relocation has been undertaken.

Table 5-3: Resettlement Monitoring Indicators

Monitoring Indicators	Basis for Indicators	Input and Output Indicators	Method for Data Collection
Effectiveness of Resettlement Planning	• Were the APs and their assets correctly enumerated? • Was the time frame and budget sufficient to meet objectives? • Were vulnerable groups identified and assisted? • How did resettlement implementers deal with unforeseen problems?	* The difference / delay of resettlement activities compared to the original time frame. * The difference of cost of resettlement activities per APs compared to the original budget.	Review of Internal Monitoring Report/ Compliance Monitoring Review of Entitlement Matrix and Actual Compensation Paid

5.2 Benefits and Entitlement Monitoring

5.2.1 Introduction

In this project, the land acquisition and resettlement policies, especially the benefits and entitlements, are compliant with Philippine laws, rules and regulations, as well as internationally accepted standards set forth in the ADB's Safeguard Policy Statement (2009) and JICA Guidelines for Environmental and Social Considerations (2010), of which the latter conforms with and adopts the World Bank's Safeguard Policies.

This report evaluates the accomplishments on the Benefits and Delivery of Entitlements as contained in the Social Monitoring Reports (IMR) and Quarterly Monitoring Reports .

5.2.2 Objectives

The objectives of monitoring the Benefits and the Delivery of Entitlements monitoring are as follows:

1. Monitor the benefits through.
    a. changes that have occurred in patterns of occupation, production and resources use compared to the pre-project situation.
    b. changes that have occurred in income and expenditure patterns compared to pre project situation.
    c. Changes in the cost of living compared to pre project situation.
    d. Changes in key social and cultural parameters relative to Monitoring Indicators Basis for Indicators/Checklist in living standards
    e. Changes that have occurred in vulnerable groups.
2. Monitor the delivery of RAP entitlements through.
    a. verifying the internal monitoring information
    b. review and assessment of the effectiveness and sustainability of entitlements
    c. assessment of whether rehabilitation measures and entitlements are sufficient and compliant with the policies and entitlements set out in the RAP.
    d. social safeguards document or plan entitlements –whether these were appropriate to meet the objectives, and whether the objectives were suited to AP conditions.
    e. identification of problems or potential problems
    f. identification of methods of responding timely to mitigate and resolve problems.

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5.2.3 Methodology

In consideration of the fact that the DED RAP for the SCRP has been approved only last January 2023, this section will highlight the methodology, baseline conditions and monitoring indicators that will be utilized in the succeeding monitoring periods.

5.2.3.1 Primary Data Collection

The following instruments were prepared to gather primary data from the PAPs:

- Key Informant Interview (KII) Guide for the Case Study
- Benefits and Entitlement Monitoring Survey questionnaire for the APs

Key Informant Interview (KII)

The KII Guide is intended for the Case Study of one relocatee or AP per relocation site. Aside from the personal information (name, gender, age, former address and occupation prior to relocation, current address and occupation, mobile number), their accounts on the strengths, weaknesses, opportunities, and threats (SWOT) of the project were asked in the KII. Key questions were:

- What are the strengths or advantages of being relocated? Explain with your experiences.
- What do you consider as weaknesses or disadvantages of being relocated? Explain with your experiences.
- What opportunities did you see in being relocated that you did not experience before? Explain with examples.
- What are the possible threats do you foresee to your being relocated? Cite examples.

Benefits Monitoring Survey of the Relocatees or APs

The benefits monitoring survey questionnaire for relocatees or APs includes questions on

- Personal information (name, gender, age, current address and occupation, mobile number),
- Changes in income and production patterns (occupation, sources of family income and monthly family income from –major and other sources, total monthly family income prior to and during relocation)
- Family expenditures (monthly) prior to and during relocation
- Social and cultural activities prior to and during relocation
- Benefits from the NSCR-EX Project

In addition, the indicators that will be used in the monitoring of the delivery of entitlements are shown in **Table 5-4** and **Table 5-5**

Table 5-4: RAP Monitoring Indicators for Delivery of Entitlements

Delivery of Entitlements	Indicator
	• Entitlements provided considering the scale and category of losses set out in the entitlement matrix • Status of disbursement considering the planned schedule • Identification of PAPs losing land temporarily, for example, through soil disposal and the setup of borrow pits and contractors` camps • Timely disbursement of the agreed transport costs, relocation costs, and any resettlement allowances as well as timely provision of income substitution support considering the planned schedule • Provision of replacement land plots • Quality of new plots and issuance of entitlements such as land titles, resettlement contracts, and other agreements • Restoration of social infrastructure and services • Progress on income and livelihood restoration activities implemented as set out in the income restoration plan, for example, the status of replacement land utilization, commencement of

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	production, the number of trained PAPs who land jobs disbursed microcredit loan amounts, and the number of assisted income-generating activities

Table 5-5: Basis/Checklist for Monitoring Indicators for Delivery of Entitlements

Delivery of Entitlements	The basis for Indicators/Checklist for the EMA
	• Entitlements disbursed, compared with number and category of losses set out in the entitlement matrix. • Disbursements against timelines. • Identification of the displaced persons losing land temporarily, e.g., through topsoil disposal, borrow pits, contractors' camps, been included. • Timely disbursements of the agreed transport costs, relocation costs, income substitution support, and any resettlement allowances, according to schedule. • Quality of new plots and issue of land titles. • Restoration of social infrastructure and services. • Progress on income and livelihood restoration activities being implemented as defined out in the income restoration plan, for example, utilizing replacement land, the commencement of production, the number of displaced persons trained in employment with jobs, microcredit disbursed, number of income-generating activities assisted. • Affected businesses receiving entitlements, including transfer and payments for net losses resulting from lost business.

5.2.3.2 Secondary Data Collection

Secondary data came mainly from the Social Monitoring Reports (SMR) of the NSCR-EX Project Management Office (PMO)-Department of Transportation:

- Social Monitoring Report
- Resettlement Action Plan (RAP)

5.2.4 Compliance Monitoring on the Delivery of Entitlements in SCRP

For this component, the IA has undertaken the following activities for this monitoring period:

- For this reporting, activities have been limited to the drafting, serving and delivering of Notice of Taking, preparation of Request for Donation and Offer to Buy.
- The Customer Information Sheet (CIS) data gathering for LBP account opening for NLO with estimate total compensation less than PHP 500K is ongoing.
- Coordination with LBP regarding guidance for appraisal computation and updating of appraisal is on-going.

5.3 Livelihood and Income Restoration Monitoring

5.3.1 Overview, Objectives and Methodology

This section provides an update on the external monitoring report on the Livelihood Restoration and Improvement Program (LRIP) of the South Commuter Rail Project for the period January-December 2024.

With reference to the Updated RAPs of the SCRP the objective of the LRIP is to assist PAPs whose livelihoods are adversely affected by the project, to restore their income generating capacity to at least pre-project level. To achieve such, the approaches are (i) restoration of current livelihood, and (ii) introduction of alternative livelihood.

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One of the roles of the EMA is to verify and validate the results of the internal monitoring report by applying several methods or means of verification to establish the findings. This report focuses on the status, compliance, and accomplishments vis-a vis achievement of the LRIP objectives, and recommends appropriate measures needed to achieve the purpose of the LRIP.

Overall, the Semi-Annual Monitoring Report[2] ascertains the findings on the extent of the LRIP implementation which are taken from the following activities and sources of information:

- Reviewing the results of the Internal Monitoring
- Interviewing key informants and other stakeholders
- Administration of a household survey

5.3.2 Baseline Information of PAPs

The baseline information of PAPs is provided in the Updated RAPs (2022/2023) and the Social Monitoring Reports and Quarterly Monitoring Reports as prepared/approved.

Table 5-6: Categories/Types of Affected Livelihood (SCRP)

Type of Affected	Manila PO-NLO	Manila 2	Makati Buli	Tunnel Section	Muntinlupa-Calamba LO	Muntinlupa-Calamba NLO
Affected standalone micro- and home-based business	94	513	682	8	772	1,313
Affected standalone small business		29		312	617	
Employees losing employment from affected business	46	270	1,567		2,329	84
Wage-based income earners who opt to discontinue employment and look for job near relocation site		4286	20			
Unemployed person of Working Age and in Low-Income HH				337		
Vulnerable APs	249	1,380	1,383	9	778	2,988

5.3.2.1 Livelihood Restoration Measures

There are various types of LRP assistance to ensure PAPs livelihood is restored to former or better. These are identified in Table 4-10 below.

Table 5-7: Types of LRP Assistance

Types of LIRP Assistance	Description	LRIP Assistance provided	Beneficiary
Financial Management training	• Effective management of financial resources • Setting Financial		

[2] [2]October 2021-March 2022 -EMA conducted by Lichel Technologies

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Types of LIRP Assistance	Description	LRIP Assistance provided	Beneficiary
	Goals • Organizing Finances		
Alternative site to continue business/farming operations	Assistance to identify and secure replacement business operating sites or replacement farming land using their compensation	Coordination meeting and survey conducted with farmers in Banlic area.	21 Farmer APs
Assistance for loan:	Pondo sa Pagbabago at Pag-asenso • Soft loan ranging from P5,000-P200,000 depending on the size of the business and the enterprise's ability to pay. Livelihood Seeding Program • PhP5,000 worth of goods sari-sari store, bigasan (rice store), rug making, etc. Loan Assistance Program for Small and Medium businesses • P5,000 per beneficiary Loan assistance for farmers • P10,000-P15,000 per farmer		
Vocational training enterprise	Various Skills training		
Entrepreneurial Training	DOLE Integrated Livelihood Program (DILP) or Kabuhayan Program		
Provision of Starter Kits	Livelihood package and tools for to restart their micro-business		
Job matching with project related employment	Current skills to match with project requirement	• Income loss and commuting allowance provided to PNR employees affected by PNR stoppage. • 328 APs registering for project related jobs • 30 APs registering for non-project related jobs •	• 291 affected employees • 9 APs employed in project related jobs • 30 APs employed in non-project related employment

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Types of LIRP Assistance	Description	LRIP Assistance provided	Beneficiary
Re-establishment of micro-enterprise at resettlement site	Additional training and provision of Negokart		
Priority placement in railway Project works	Creation of job employment in project to skilled or semi-skilled PAPs		

5.3.2.2 Monitoring Indicators

The monitoring indicators provided below will be used as framework to assess the progress and compliance on the LRIP. This will determine the performance of the intervention against the targets and timing of accomplishments. As of this reporting, preparation for the Livelihood Restoration measures is on-going.

Table 5-8: Monitoring Indicators SCRP

	Vocational Training			Assistance to Secure Soft Loan			Job Matching		
Area	Eligible APs	APs who Completed	APs provided with Starter Kits	Eligible APs	APs who Availed	%	Eligible APs	APs Employed (Project-related)	%
Manila 2	1,922			1,922			2,009		
Makati	336			336			1,508		
Taguig	1,323			1,323			2,731		
Parañaque	197			197			531		
Muntinlupa	1,212			1,212			3,906	1	
San Pedro	437			437			880		
Biñan	1,439			1,439			3,077	8	
Sta. Rosa	399			399			835		
Cabuyao	204			204			606		
Calamba	1,475			1,475			2,700		
Banlic (Calamba)	323			323			351		
TOTAL	**9,267**			**9,267**			**19,134**		

Output Indicators:

The output indicators are established to evaluate the outcomes or results of the LRIP. This will be undertaken during the performance evaluation period towards the end of monitoring period.

- Income**:** Household incomes restored to pre-displacement levels may be used to determine this)
- Business**:** Successful reestablishment of business / establishment of new business
- Jobs / employability: Continued employment in same business / involvement in same livelihood activity at pre-displacement levels
- Satisfaction of PAPs of the livelihood restoration program (including perception of outcome of interventions)
- Average time between displacement impact and delivery of livelihood restoration program

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5.3.2.3 Project Conducted Activities

As of this reporting, the following activities were conducted relative to the LRIP implementation:

- Pre-implementation activities including LRIP Orientation and Training Needs Assessment SES.
- Coordination with other agencies for possible livelihood training activities.
- Follow-up with beneficiaries of previous LRIP activities on their status.

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5.4 Grievance Redress Mechanism Monitoring

5.4.1 Scope of Work

The Scope of Work for the GRM covers the following: -

- Review the effectiveness of the Grievance Redress Mechanism (GRM), its accessibility and its responsiveness to resolving complaints.

- Review of the effectiveness of the GRM and the status of grievance resolution. This will include interviews with the Project Management Office (PMO) and organizations responsible for GRM implementation, reviewing GRM documentation, and gathering information from interviews with PAPs on accessibility and effectiveness of the GRM.

- Review of the effectiveness of the consultation process conducted during project preparation and implementation. The EMA will review the meaningful consultations conducted with the PAPs and review the completeness and timeliness of information provided and whether the process was inclusive or not. The EMA will also review the consultation process for determining housing and livelihood options including whether PAPs had adequate opportunity to present their ideas and suggestions.

The RAP Monitoring Indicators are listed below:

- No. of APs that have used the Local Help Desks
- Knowledge of APs about the GRM including the Local Help Desks is timely and consistent.
- GRM accessible and being used by the APs.
- Information on the types of grievance and their resolution available
- Timing of grievances redressed as per schedule.
- Proper communication on GRM decisions to APs implemented.
- Trained Grievance Officers effective in delivery of services
- Different GRM channels (PIAC, RIMC, LIAC) effective in resolving issues and concerns

5.4.2 Grievance Redress Mechanism (GRM) Monitoring

This external monitoring report covers the 4th Semi-Annual External Monitoring Report (1st Half of 2024) for the Solis-Calamba segment. A review of DOTr's Social Monitoring Report from January to June 2024 South Commuter Railway Project was undertaken. The RAPs for Landowners, Non-Landowners, and Non-Resident Business Owners of the NSCR Project-Calamba Extension Manila 2 (Blumentritt-Paco Section) and for NSCR Project-Calamba Extension (Makati-Buli Section) were used as reference documents. Likewise, the RAP for Landowners, Non-Resident Business Owners, and Farm Operators for the NSCR Project Muntinlupa-Calamba Section was also referred to.

5.4.3 Status of the GRM

The Central GRM Team of the PMO continued to provide services in receiving complaints through the central hotline and mobile help desks. As of December 2023, The Central GRM Team consists of one GRM Team Leader, two SC Central GR Officers, two N2 Central GR. Additional staff is proposed to augment the Central GRM Team.

The DOTr launched an electronic grievance redress mechanism (eGRM) in collaboration with the ADB on September 14, 2022. Through eGRM, complaints sent through online grievance forms and SMS will be automatically entered into the database. The APs will be able to directly send grievances and concerns to the Central DOTr grievance officers and can be responded to through the same portal. Since there are new features on the eGRM and Website, orientation training has been conducted to update the local GR Officers on the changes. The operation of the local help desks has been deemed

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outdated with the introduction of electronic GRM.

GRM IEC materials such as posters, brochures and pamphlets developed by the DOTr Central GRM Team were distributed to affected LGUs and were made available at the Municipal/City Halls and/or affected barangays.

Table 5-9: Status of RAP-related Grievance

	Received			Resolved		
	Land and Structure Acquisition	Relocation and Resettlement	Livelihood and Employment	Land and Structure Acquisition	Relocation and Resettlement	Livelihood and Employment
Manila (Blumentritt)	11	3		11	3	
Makati	1	3		1	3	
Taguig	2			2		
Paranaque						
Pasay						
Muntinlupa	1	1		1	1	
San Pedro						
Binan	1			1		
Sta. Rosa	21	4	3	21	4	3
Cabuyao	1			1		
Calamba	7			7		
Total	45	11	3	45	11	3

Source of Basic Data: Social Monitoring Report. January-June 2024

5.4.4 GRM Levels

The GRM have three levels, namely:

1st Level–Help Desk/Grievance Desk

2nd Level–2A- Project Management Office level

2B-RAP Implementation and Management Committee (RIMC)/Local Inter-Agency Committee (LIAC)

2C- Project Inter-agency Committee (PIAC)

PIAC. PIAC is primarily responsible for establishing institutional linkages among concerned government offices and creating inter-agency policies for efficient implementation of RAP components. On March 25, 2024, Administrative Order 29 s. 2024 as issued creating the Inter-Agency Committee for Right-Of-Way Activities for National Railway Projects with the Department of Transportation as Chair with the corresponding Implementing Guidelines approved last May 30, 2024.

RIMC. The RIMC MOA has to be revised to reflect change in signatories only and with no major changes in the content of the MOA. As of this reporting the MOA is currently undergoing LGU review for the NCR LGUs while the Laguna LGUs have completed the signing of their respective MOAs.

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LIAC. All LGUs have completed the creation of the LIAC. Several LIAC meetings were held from January to June 2024:

Table 5-10: LIAC Meetings Conducted from January to June 2024

DATE	ACTIVITY
January 2024	• Sta Rosa LIAC meeting • Binan LIAC meeting • Taguig LIAC meeting • San Pedro LIAC meeting • Cabuyao LIAC meeting
February 2024	• San Pedro LIAC meeting • Cabuyao LIAC meeting • Muntinlupa LIAC meeting • Calamba LIAC meeting • Binan LIAC meeting
March 2024	• Muntinlupa LIAC meeting • San Pedro LIAC meeting • Sta Rosa LIAC meeting • Cabuyao LIAC meeting • Special LIAC meeting Calamba • Taguig LIAC meeting
April 2024	• Calamba LIAC meeting • Muntinlupa LIAC meeting • Cabuyao LIAC meeting • Taguig LIAC meeting • Paranaque LIAC meeting • Binan LIAC meeting
May 2024	• San Pedro LIAC meeting
June 2024	• Naic LIAC meeting • Binan LIAC meeting • Cabuyao LIAC meeting • Taguig LIAC

Source of Basic Data: Social Monitoring Report. January-June 2024

5.5 Consultation and Participation Monitoring

The Stakeholder Consultation Meetings (SCM) were already held during the Feasibility Study (FS) and Detailed Design (DD) phases. Three rounds of SCMs were conducted during the FS phase and two rounds during the DD phase.

All movement restrictions have been generally lifted and health standard protocols should be observed. The opportunities for more face-to-face meetings increased. The DOTr PNR conducted a series of online and face-to-face meetings with the LGUs and partner agencies. A series of small group meetings was also held per LGU to update them on the latest project timeline and relocation/housing concerns. The small group face-to-face meetings provided intimate open forums including the distribution of Project Information Brochures (PIBs) with attached feedback forms from the APs. Follow-up calls to some community leaders and APs were also conducted.

In September 2023, it was proposed that the South Savana Homes in Naic, Cavite and Golden Sunrise in Malainen Bago, also in Naic, Cavite be considered as relocation site for the affected NCR households. Due diligence and data collection activities are on-going for the proposed relocation site The PIB relocation preference survey was conducted on March 9-23, 2024 with result showing that 1,897 or

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88.35% preferred assisted relocation, 93 or 4.33% preferred self-relocation and 157 or 7.31% undecided.

The DOTr continuously conducted public consultations using three available options, as follows: on-site classroom, on-site open area, and online meetings.

The Beneficiary Selection Arbitration and Awards Committee (BSAAC) deliberation activities for all LGUs are ongoing. Regular Key Shelter Agency (KSA) coordination meetings are held to discuss the NHA prequalification results, BSAAC deliberation activities, site selection status, thematic workshop with receiving LGUs, LRIP workshop, social preparation activities and other issues and concerns for due diligence activities related to the master list finalization.

The following were different consultation activities held from January to June 2024:

Table 5-11: Consultation Activities Undertaken from January to June 2024

Date	Particular
January 2024	• Information, Education, and Communications (IEC) Meeting with the Local Government of Parañaque and San Martin De Porres
February 2024	• General Community Assembly (Binan)
March 2024	• General Community Assemblies for Barangay 351 and PIB for Relocation Distribution and Collection (Manila) • General Community Assembly (San Pedro)
April 2024	• 1st Stakeholder Consultation Meeting (Paranaque) • 3rd Community Assemblies (Taguig) • Community Dialog with Affected Obstruction/Untagged Structures (San Pedro)
May 2024	• General Assembly (Binan) • 3rd Muntinlupa Local Inter-Agency Committee (LIAC) General Community Assembly (Muntinlupa)
June 2024	• 3rd Muntinlupa Local Inter-Agency Committee (LIAC) General Community Assembly (Muntinlupa) • Community Assembly: (San Pedro)

Source of Basic Data: Social Monitoring Report. January-June 2024

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5.6 Issues, Concerns and Recommendation

Concern Area	Issues	Recommendation
Resettlement	• There is initial apprehension on the switch from row housing to low/medium rise building as relocation site. • For the Depot area, the land use conversion approval is still pending. • With Carissa Homes no longer considered as a viable relocation site, there is a need for the selection, vetting and approval of a new site for NCR APs for relocation.	• Fast track the conversion of the Banlic area.
Benefits and Entitlement	• Some lots affected in Taguig LGU are covered by Proclamation 124 and the landowner-claimants are holding Certificates of Eligibility for Lot Awards (CELA) which is not considered equivalent to a Transfer Certificate of Title (TCT). Some landowner-claimants have failed to convert this CELA into a TCT by applying through the appropriate government agency. • There is also delay among APs in securing and submitting the necessary documents for the validation. • There is also insufficient RAP personnel that can handle APs concerns on documents, requirements, and status.	• Close coordination with DENR on the resolution of the lots covered under Proclamation 124. • Provision of additional personnel to handle APs concerns.
Livelihood and Income Restoration Program	• Limited implementation of other LRIP programs (Soft Loan, vocational training) • Limited number of APs hired in project-related jobs (i.e., only 8 of the 328 endorsed.).	• Provide a more IEC on the available LRIP and the process/requirements for the APs to avail if the Program. • Improve coordination with the contractor on the hiring of eligible APs and revisit hiring criteria.
Grievance Redress Mechanism	• There is an increase of grievance received for the period for land and structure acquisition related concerns, but these has also been resolved. There was also a decrease in relocation and resettlement concerns received for the period.	

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